



MERCYCARE HEALTH PLAN

3430 Palmer Drive
P. O. Box 2770
Janesville, WI 53547-2770
608-752-3431 or 800-752-3431
FAX 608-752-3751
www.mercyhealthsystem.org

Type of Plan	Health Maintenance Organization
Total Number of Members	29,982
Years of Operating Experience	9
Total Number of Primary Care Physicians (PCPs).....	144
Percentage of PCPs Accepting New Patients.....	86%
Percentage of Board Certified Specialty Care Physicians	74%
Number of Hospitals Affiliated with Plan	9
Number of Urgent Care Facilities	14
Number of Dentists	Provider of Your Choice
Percentage of Dentists Accepting New Patients	Not Applicable

ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements	MercyCare has an open access network of participating providers and specialists. If the specialty care your participating MercyCare Primary Care Physician wants you to receive is available within MercyCare's provider network he or she will direct you to a specialist in the network. If the care you require is not available from a network provider, your PCP must request a referral. MercyCare will notify you in writing whether your referral is approved or denied.
Medicare Claims Procedure	When receiving care from an in plan provider, all claims are handled electronically. No claim form is necessary.
Prescription Drug Policy	MercyCare maintains a formulary, which is an extensive list of over 1000 medications. If medically necessary, non-formulary medications may be obtained when a physician calls MercyCare. Your prescription may be filled at any PCS pharmacy across the country. Participating pharmacies as well as participating network providers have a copy of the MercyCare Health Plan Drug Formulary. Please call MercyCare Customer Service at 1-800-895-2421 if you would like a copy of the MercyCare Prescription Formulary.
Dispensing Policy	Drugs are dispensed in maximum quantities not to exceed a 30 day supply. If members are traveling, larger quantities may be pre-authorized. You may receive a prescription of any covered drug up to 90 days if prescribed by your physician; but you will be required to pay 3 co-pays at the time of purchase.
Mail Order	MercyCare does not offer mail order.
Disposable Diabetic Supplies Procedure	Supplies must be purchased from a PCS pharmacy. You will be required to pay the 20% coinsurance at the time of purchase.
Outpatient Mental Health Network/Policy	All mental health and substance abuse services must be provided by a participating network practitioner. If you need assistance in selecting a network practitioner or provider, please contact 1-800-895-2421.

ADDITIONAL INFORMATION

24-Hour Nurse Line	For healthcare information and help finding a doctor in the MercyCare network, call 1-800-236-4676 or 1-608-756-6100.
PCP Restrictions	Members are requested to select a PCP to coordinate their care.
Dental Benefits	<p>Delta Dental call 1-800-236-3712 with coverage questions, visit www.deltadentalwi.com to find a network dentist.</p> <p>Coverage: Individual Annual Deductible, applies to all services.....\$0</p> <p>Family Annual Deductible, applies to all services.....\$0</p> <p>Individual Annual Maximum.....\$1,000</p> <p>Individual Lifetime Orthodontic Maximum.....\$1,500</p> <p><u>Diagnostic & Preventive Services</u>.....100%</p> <p><i>*Examinations, teeth cleaning (prophylaxis), sealants, bitewing & full mouth x-rays, fluoride treatments, space maintainers, emergency treatment to relieve pain</i></p> <p><u>Basic Restorative Services</u>.....80%</p> <p><i>*Amalgam (silver) restorations on back teeth, simple extractions, oral surgery, composite restorations (white) fillings on front teeth, stainless steel crowns, local anesthetics, endodontics (root canal fillings), periodontics (disease of gums treatment)</i></p> <p><u>Orthodontics</u>.....50%</p> <p><i>* Orthodontics coverage for dependents & full-time students to age 19.</i></p> <p>Benefit levels outside of Delta Dental Network subject to usual, customary and reasonable charges.</p>

Quality Improvements Initiative	<ul style="list-style-type: none"> To reduce time to resolve member complaints. To improve accuracy of claims processing. To improve coordination & communication between our claims & customer service department.
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SOUTH CENTRAL WISCONSIN NETWORK

Counties in Service Area	Hospitals in County	Major Providers in County*
Dane		Cambridge Family Medical Clinic
Green		Brodhead Chiropractic Center, Mercy Brodhead Medical Center, Vision Clinic
Jefferson	<ul style="list-style-type: none"> Ft. Atkinson Memorial Hospital Watertown Hospital 	Please refer to the provider directory, call (800) 895-2421 or (608) 752-3431, or go to www.mercyhealthsystem.org .
Rock	<ul style="list-style-type: none"> Edgerton Memorial Community Hospital Mercy Hospital 	Please refer to the provider directory, call (800) 895-2421 or (608) 752-3431, or go to www.mercyhealthsystem.org .
Walworth	<ul style="list-style-type: none"> Lakeland Medical Center 	Mercy Walworth Medical Center, Surgical Associates, Center for Women's Health, Whitewater Vision Center, Eye Physicians & Surgeons SC, Lakeland Surgical Clinic SC, Urologists LTD, Mercy Delavan Medical Center, Mercy Assisted Care, Willowfield Nursing & Rehab Center, Mercy Whitewater Medical Center, Mercy Lake Geneva Medical Center.

* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number on the preceding page.

MercyCare also has a separate Northeastern Illinois Network. The counties represented are McHenry, Lake, Kane & Cook. Please call our Customer Service at 1-800-895-2421 for an Illinois provider directory.